

Emergency captioning since 1/04 non-existent or late appearing. Safety issue for hard of hearing and deaf.

National news captioned. Interrupted with station break. When national news resumes no captioning. Happens a lot on KOAT-TV-7.

Calls to alert engineer go unanswered. Captioning of national news many times too fast and finishes before speaker is finished. Error rate is unacceptable- especially for names and places. Local reporters talk and laugh among selves after a segment which is not understandable to hard of hearing. Overall experience for all three local stations KOB-TV-4 (NBC) KOAT-TV-7 (ABC) KRQE TV-13 (CBS) worse and more aggravating than last year. Do not feel they are living up to the mandate for year 2004. Thanks for your interest.